

# Patient Accounts & Billing Manager

**Summary:** Coordinate and provide direction, supervision and monitor performance of accounts receivable, provider enrollment with payors, and medical billing and collections. Assist the Director of Finance in overseeing revenue cycle operation programs that establish and maintain standards, systems and processes that are effective. Provide ongoing guidance and feedback for issues surrounding revenue cycle performance. Provide expertise on organization's revenue compliance and revenue enhancement initiatives. Answers questions about billing procedures, diagnosis codes and payment posting. Oversees the handling accounts receivables for third party billing, and correspondence related to patient accounts. CPC certification within 6 months of employment required.

**Essential Duties and Responsibilities** include but not limited to the following:

- Manage all patient financial services functions and staff including developing goals and objectives for the team. Responsible for quality improvement.
- Responsible for accurate billing and collections through training of staff on policies and procedures and develop greater efficiencies through improved processes.
- Identify and manage payor issues, working with each payor to improve collections and reduce accounts receivable days, including reconciling remittance statements and updating payor information.
- Directly supervises 8 - 9 employees in the Patient Accounts/Billing Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## **Education and/or Experience**

Associates degree required. Bachelor's degree in business administration, finance, accounting or healthcare administration desired. Minimum of three years supervisory experience in health care. A combination of progressive experience and education would be considered. Comprehensive knowledge of medical coding, billing, CPT, ICD-9, ICD-10, HCPC's coding books, and federal/state regulations is requisite.

**How to Apply:** Please apply on our [website](#)

**Contact Information:**

**Matthew Lemmer** | Human Resources Recruiter

Family Health Center | 117 W Paterson St | Kalamazoo, MI 49007

Office (269) 349-2641 x545 | Fax (269) 349-2898

[matthew.lemmer@fhckzoo.com](mailto:matthew.lemmer@fhckzoo.com)